

April 18, 2013

VIA OVERNIGHT COURIER

Federal Communications Commission
445 12th St. SW
Washington, DC 20554

ATTN: Disability Rights Office
Consumer and Government Affairs Bureau

RE: 13-C00471824-1 (JM), Comcast Cable (Durso)

Dear Ms. Kimmel and Ms. Miller,

Attached, please find a response from Bill Pepin, the General Manager of WWLP(TV), Springfield, Massachusetts, to Mr. Alfred Durso in the above-referenced matter. As Mr. Pepin notes in his letter, WWLP(TV) experienced a malfunction in its captioning encoder on February 12 at noon, until approximate 12:54 p.m. on that day. In response to this concern, WWLP(TV) has changed certain encoder settings at the suggestion of the manufacturer and has changed its control room standard operating procedures in the hope of catching such equipment failures earlier.

For the avoidance of doubt, the station also notes that this regularly scheduled newscast did not contain emergency information about a snowstorm. The newscast was at least a day after the snowstorm referenced by Mr. Durso, and in any event, contained video and graphics accompanying discussion of government snow cleanup tools, a "slick school commute", and other references to the currently mild weather. The weather forecast was "dry", which was shown on a map and a daily forecast graphic.

WWLP(TV) takes captioning concerns extremely seriously, and hopes that these efforts will help it avoid similar *de minimis* captioning issues going forward.

Very truly yours,



Joshua N. Pila
Senior Counsel

Enclosure (DVD)

CC (without enclosure): Public Inspection File
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 Susan.Kimmel@fcc.gov
 Judy.Miller@fcc.gov
 William Pepin
 Kathy Stewart



WWLP-TV
P.O. Box 2210
Springfield, MA 01102-2210
Phone: 413-377-2200

April 18, 2013

VIA OVERNIGHT COURIER

Alfred Durso
276 Chestnut Street
Apartment 524
Springfield, MA 01104

RE: WWLP/22News – Your Captioning Concerns
13-C00471824-1 (JM) Comcast Cable (Durso)

Dear Mr. Durso,

My name is Bill Pepin, and I am the General Manager of WWLP(TV) ("22News"). The Federal Communications Commission forwarded to me your concerns about our captioning on February 12, 2013 at Noon. In response to your concerns, I have conducted an extensive investigation that involved our news, engineering, and legal teams. I want you to know that we take your concerns very seriously.

After this review, we have determined that 22News created and believed that we had broadcast captioning with our noon news on that day. Unfortunately, we have discovered that our captioning encoder – a piece of equipment that passes through our captioning for broadcast and ultimately to the viewer - malfunctioned on that date at that time. Essentially, due to an unknown error, our captioning encoder "stalled", much like a car engine, and was in a state where it was on, but not working.

In response to this discovery, we contacted the manufacturer of the encoder (*i.e.*, Evertz) and they suggested some changes to the encoder's settings that may resolve this issue going forward. We have tested the changed settings, and they appear to resolve conflicts that may stall the encoder.

In addition, we have changed our standard operating procedures to attempt to catch such equipment failures earlier. For example, we have identified a way that our control room may be able to see captioning errors on their screens and have instructed our control room operators on how to monitor those screens.

22News apologizes for the technical glitch on February 12, 2013 during our Noon News. If you run across similar issues in the future, please feel free to call our Chief Engineer, Dave Cote, at caption@wwlp.com or 413-377-1105 at the time of any concerns. Mr. Cote will be happy to quickly address any concerns without delay.

Please feel free to contact me if you have any questions or comments about this letter.

Thanks,

A handwritten signature in black ink that reads 'Bill Pepin'. The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

William Pepin
Vice President, General Manager